

RMD Bulletin

Knowledge is power...

PREPARING FOR 5010:



EMERGENCY PROVIDER ASSISTANCE FROM ACCESS CENTER

Revenue Management Division (RMD) would like to inform you that the ACCESS Telecommunications Center is the back-up for **emergency** information needed during the Integrated System (IS) shutdown.

On March 16, 2012 at 5:00 p.m., in order to update the Integrated System (IS) to comply with formatting changes mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the IS will be shut down for two (2) weeks until April 2nd at 8:00 AM. During this two week period, providers will not be able to access or log on to the IS. This means that it will not be possible to add, view, or edit client and service information through the IS.

- I. Providers will be able to contact ACCESS Telecommunications Center for client information ***only in the event of the circumstances listed below:***
 - 1) Exigent circumstance. There exists imminent threat of harm to self or others.
 - 2) Consumer is in crisis or at risk for hospitalization.
 - 3) DCFS/Juvenile Justice population.
 - 4) Emergency Outreach Bureau (EOB) Field Response Operations activity.
 - 5) Missing persons search.
 - 6) Unusual circumstance.
- II. ACCESS Telecommunications center will **not** handle requests for other non-critical information such as those related to billing or verification of episode information for routine clinical care (non-crisis) during this time period. Providers will need to use their routine downtime procedures until they can access the IS on April 2nd at 8:00 AM.

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III. Protocol for requesting information:

- 1) Directly Operated Clinics/Programs: Program Heads or their designees may call the ACCESS Center on a 24/7 basis at 1-800-854-7771 to obtain IS information.
- 2) DMH Contracted Clinics/Programs: Program managers or their designees may call the ACCESS Center on a 24/7 basis at 1-800-854-7771 to obtain IS information.
- 3) ACCESS Center staff will not release information until they call back the requestor at their contact number to verify that the requesting party is a DMH provider and authorized to receive IS information.
- 4) If any problems arise, or if you have a specific request that is unique or not covered above, please contact:
 - Samina Kwan, LCSW, AM Supervisor (562) 651-5044
 - Sanjay Shah, LCSW, AM Supervisor (562) 651-5025
 - Julie Valdex, LCSW, Program Head (562) 651-5002

Please remember that this service is to be used only in the event of one of the urgent/emergency circumstances identified above. ACCESS Center does not expect providers to have any reason to contact the ACCESS Telecommunications Center during the course of their normal operations.